

Local Agency
EBT Troubleshooting Contact List
7/20/00

Issue	Contact
CARES problems/questions	Call Center Phone: (608)261-6317 E-mail: carpolcc@dwd.state.wi.us FAX: (608)261-6968
<p>CSI screens cannot be accessed Check to see if you can get into CARES. Can you access the main selection (common login) screen? If yes, you do not have a <u>mainframe connectivity</u> problem.</p> <p>If the screen is blank, you have a <u>connectivity</u> problem. If no one in your office can access the main selection screen, there is a general <u>mainframe connectivity</u> problem.</p> <ul style="list-style-type: none"> If you cannot access the CSI screens because you enter EBTP on the main selection screen and receive an error message other than "UNSUPPORTED FUNCTION OR KEY", assume it is an <u>EBT connectivity</u> problem. Write down the error message. Find out if other staff can access the CSI screens. For " UNSUPPORTED FUNCTION OR KEY" message, use the Pause key to clear the screen, type REFRESH, press Enter, and carefully key EBTP. Press Enter. If you entered EBTP on the main selection screen, then entered your logon ID and password and received an error message, you may have a <u>hardware</u> problem or a <u>security</u> problem (password or user ID). 	<p>For <u>mainframe connectivity</u> problems, consult your local network administrator. If the local administrator cannot fix the problem, the administrator should contact the DWD Service Desk at (608) 266-7252.</p> <p>If you have a <u>connectivity problem</u> but others in your office can access this screen, make sure your software is configured correctly and your cable connections are tight; your local computer helpdesk can assist you.</p> <p>For <u>EBT connectivity</u> problems, call the DWD Service Desk at (608) 266-7252. Identify yourself as a state or county employee and indicate that the problem is EBT related. Provide a phone number where you can be contacted and describe what you are seeing. If other staff have the same problem, provide this information to the DWD Help Desk.</p> <p>For <u>security</u> or <u>hardware</u> problems, contact the Call Center: Phone: (608)261-6317 E-mail: carpolcc@dwd.state.wi.us FAX: (608)261-6968</p>

Issue	Contact
Can access CSI system but the Special Function (SF) keys do not display	Contact the technical support person in your agency. If this person cannot help or your agency does not have a technical support person, contact the DWD Service Desk at (608)266-7252. Identify yourself as an EBT customer and state that you are having a connectivity problem with the EBT system.
CSI screens: How to find information, questions on the content First resource is the EBT Guide-Module 3 and the training handout "How to find information on the CSI screens."	Call Center Phone: (608)261-6317 E-mail: carpolcc@dwd.state.wi.us FAX: (608)261-6968
CSI Customer Service: complaints regarding unsatisfactory service Caution: CSI customer service cannot respond if an EBT benefit has never been issued for a case and therefore an account has not been set up on the CSI system. They do not have access to the pending (demographic, benefit or card) screens.	Call Center Phone: (608)261-6317 E-mail: carpolcc@dwd.state.wi.us FAX: (608)261-6968 The EBT Coordinator should contact the Call Center and provide information such as client name, CARES case #, card number (PAN), date, time, customer service representative (if known) and issue.
CAPS password resets	CSI Customer Service 1 (877) 415-5164 Do not enter English/Spanish prompt. Stay on the line until you are transferred to a customer service representative. Identify your state and county/tribe and tell them you have a CAPS security problem. <i>Note: If this problem occurs during a client conversion training session, tell customer service that clients are being trained and it is critical that you get a quick response.</i>
CAPS questions regarding use, maintenance, troubleshooting, or replacement of the CAPS terminal	CSI Customer Service 1 (877) 415-5164 Do not enter English/Spanish prompt. Stay on the line until you are transferred to a customer service representative. Identify your state and county/tribe and tell them you have a CAPS terminal question.
Client Conversion: site guide, conversion material, conversion equipment delivery, POS device problems, conversion procedures	Sharon Pomo, EBT Project Phone: (608)266-5636 E-mail: pomosh@dwd.state.wi.us FAX: (608)267-2269

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Conversion Follow-up Reports	Judy Woelfel, EBT Project Phone: (608)266-3747 E-mail: woelfju@dwd.state.wi.us FAX: (608)267-2269
Disputes regarding EBT transactions: <ul style="list-style-type: none"> • The client disputes an EBT transaction • The retailer disputes an EBT transaction 	<p>The client must contact CSI Customer Service at 1-877-415-5164 if there is a problem with an EBT transaction. Refer to the Wisconsin EBT Guide, Module 2.15. The EBT coordinator should report unusual problems to the Call Center. Identify the client name, CARES case #, card number, retailer name and address, transactions, amounts, dates and times. Do not refer clients to the Call Center.</p> <p>EBT-only retailers should contact CSI at 1-800-230-0179. Retailers with a third party processor (TPP) should contact their processor.</p>
EBT policy	Call Center Phone: (608)261-6317 E-mail: carpolcc@dwd.state.wi.us FAX: (608)261-6968
Food Stamp policy	Call Center Phone: (608)261-6317 E-mail: carpolcc@dwd.state.wi.us FAX: (608)261-6968
Retailer issues <ul style="list-style-type: none"> • Retailer questions about participation in the Food Stamp program as an authorized retailer. • Retailer questions regarding the Wisconsin EBT program. • Complaints about discrimination/unequal treatment of food stamp recipients by a retailer. 	<p>Madison USDA/FNS office Phone: 608-264-5404.</p> <p>Citicorp Field Services Support Office Phone: 1-800-350-8533</p> <p>Mike Skaer, Officer in Charge Madison USDA/FNS Office Phone: (608) 264-5404 Ext. 22 Email: michael.skaer@FNS.USDA.gov</p>

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<ul style="list-style-type: none"> Other complaints regarding a retailer's EBT operation. Refer to Disputes for contacts when there is an EBT transaction issue. Equipment and payment issues for EBT-only retailers <p>Manual Sales Draft Authorizations</p>	<p>Call Center Phone: (608)261-6317 E-mail: carpolcc@dwd.state.wi.us FAX: (608)261-6968 The EBT coordinator should report unusual problems to the Call Center using the retailer form.</p> <p>CSI Retailer Help Desk 1 (800) 230-0179</p> <p>CSI Retailer Customer Service 1 (877) 415-5166</p>
<p>Wisconsin Quest Cards: inventory, security, ordering vault cards</p>	<p>Tim Burnett, EBT Project Phone: (608)267-4573 E-mail: burnetti@dwd.state.wi.us FAX: (608)267-2269</p>